

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L3	1460	((customer or consumer) near2 (help\$5 or support or hotline or hot?line or satisfaction or relationship or call?center or "call center")) and ((customer or consumer or caller or "calling person" or gaug\$4 or detect\$4 or classify\$4 or categoriz\$7 or category or code or identifier) near4 (mood or attitude or sensitiv\$7 or behavior or temper\$7))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 13:10
L4	67	L3 and ((respond\$4 or response or recommend\$8) near2 (dialogue or text or phrase\$7 or words or language))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 13:11
L5	22	L4 and @ad<="20000630"	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 14:49
L6	188515	((customer or consumer or caller or "calling person" or gaug\$4 or detect\$4 or classify\$4 or categoriz\$7 or category or code or identifier) near2 (mood or attitude or sensitiv\$7 or behavior or temper\$7))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 13:24
L7	16	L6 same ((respond\$4 or response or recommend\$8) near2 (dialogue or text or phrase\$7 or words or language))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 13:24
L8	434	(customer or consumer or caller or "calling person") same ((gaug\$4 or detect\$4 or classify\$4 or categoriz\$7 or category or code or identifier) near2 (mood or attitude or sensitiv\$7 or behavior or temper\$7))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 13:24
L9	9	L8 and ((respond\$4 or response or recommend\$8) near2 (dialogue or text or phrase\$7 or words or language))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 13:25
L20	1	"5742675".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:28
L21	1	"5742596".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:28
L22	1	"5724418".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:29

L23	1	"5696811".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:29
L24	1	"5594791".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:30
L25	1	"5577112".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:31
L26	1	"5592212".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:31
L27	1	"5539822".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:33
L28	1	"5524195".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:33
L29	1	"5436637".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:33
L30	1	"5430836".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:33
L31	1	"6173053".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:34
L32	1	"6163607".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:37
L33	1	"6134530".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:37
L34	1	"6044355".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:38
L35	1	"5953406".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:39
L36	1	"5923745".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:39
L37	1	"5903641".PN.	USPAT; USOCR	OR	ON	2005/07/08 14:41
L38	18060	(707/10 707/104\$3 705/1 705/7 705/8 705/9 705/10 705/11 715/708 715/709 379/265\$3 379/266\$3).ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 14:46
L39	862	L38 and ((customer or consumer or caller) with (mood or behav\$5 or attitude or temper\$7 or sensitiv\$7))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 14:47
L40	130	L39 and ((recommend\$7 or respons\$3 or respond\$3 or display\$4 or output\$4) near2 (dialog\$5 or language or text or words))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 14:48
L41	42	L40 and @ad<="20000630"	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 15:32

L42	177	((customer near1 service) with training)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 15:35
L43	3	L42 and ((recommend\$8 or situation\$2 or mood or attitude or behavior or temper\$8 or sensitivity) near2 (dialog\$5 or language or phras\$8 or text or words))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 15:37
L44	0	L42 and 715/708.ccis.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 15:35
L45	219	(((customer or consumer or caller) near1 (service or help or help?line or "help line" or "call center" or relationship)) with training)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 15:37
L46	26	L42 and ((recommend\$8 or situation\$2 or mood or attitude or behavior or temper\$8 or sensitivity or respond\$4 or respons\$4) near2 (dialog\$5 or language or phras\$8 or text or words))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 15:37
L47	30	L45 and ((recommend\$8 or situation\$2 or mood or attitude or behavior or temper\$8 or sensitivity or respond\$4 or respons\$4) near2 (dialog\$5 or language or phras\$8 or text or words))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 15:37
L48	5	L47 and @ad<="20000630"	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 15:41
L49	101	L45 and (mood or attitude or temper\$8 or behavior\$4 or sensitivity)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 15:40
L50	24	L49 and @ad<="20000630"	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2005/07/08 15:41